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**Nita M. Lowey**  
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February 28, 2018

Mr. Ronald A. Stroman  
Deputy Postmaster General  
475 L'Enfant Plaza SW  
Washington, DC 20260-0050

Dear Mr. Stroman,


Thank you and Westchester District Manager Richard Conte for scheduling a briefing session Friday, March 9, 2018, in White Plains, NY, to address the severe postal problems in Westchester and Rockland counties, which we discussed during our meeting on September 13, 2017, and in many subsequent communications about ongoing constituent cases.

While minor improvements have been made to address 52 of the 72 constituent cases my district staff has sent over the past five months, the volume of postal service complaints has not decreased, and they continue to indicate a wide range of structural issues. Among these cases, multiple individuals in communities throughout the 17<sup>th</sup> Congressional district in New York reported concerns ranging from routinely mis-delivered mail to more serious matters including lost checks, missing bills, undelivered medication, and misplaced immigration paperwork. These shortcomings are not merely inconveniences; they are threatening the livelihood and well-being of many constituents.

While we appreciate your willingness to hold a briefing and listening session, I urge you to be prepared to announce solutions to the challenges we have repeatedly brought to your attention over the past five months. My constituents, your patrons, deserve a reliable, quality postal service.

I look forward to hearing your plans and continuing to work together to find permanent solutions.

Sincerely,



Nita M. Lowey  
Member of Congress

cc: Mr. Richard R. Conte  
Westchester District Manager  
1000 Westchester Avenue  
White Plains, New York 10610-9998